

mspnice award

February 17th, 2017

Greetings Managers,

One of your employees, Emily Kallas, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Emily for her outstanding commitment to customer service at MSP.

Our thanks go out to her on behalf of the Metropolitan Airports Commission, CSAC and the entire MSP community for exhibiting to MSP customers the superior customer service MSP is known for.

Congrats Emily!



James Newton, Delaware North; Emily Kallas, Open Book; and Isabella Rhawie, MAC Manager, CMAA

Customer compliment:

On Friday, February 3rd I had a horrible experience with my flight. For the second time in 5 days I found myself stuck at MSP. Airport. After traveling for three weeks, I faced not seeing my kids for yet another night and I was devastated. I decided to grab my next book at Open Book. I'm sure I looked like hell. Emily was so incredibly kind. She helped me find my book but then she went above and beyond - she helped me find some PJ's at another store so that I wouldn't have to sleep in my suit and then told me of the best places to get privacy in the airport. After dealing with the agents at my airline, she was such a wonderful treat. Thank you to Emily! Please let her know how much she is appreciated.